

## Program Assistant, Decisions – Full Time

### Position Summary

The Program Assistant is responsible for providing administrative support in the scheduling and preparation of meetings of the Inquiries, Complaints and Reports Committee and for the follow-up after these meetings. Administers all processes following the review of investigation files by the Inquiries, Complaints and Reports Committee including the issuing of decisions to the parties. Provides general administrative support as needed in the Conduct Operations department. The Program Assistant, Decisions excels in an environment with strict deadlines and competing priorities, has a keen attention to detail, and works independently with minimal direction needed.

### What you'll do at OCP

Administer all functions related to the issuing of finalized decisions and reasons of the Inquiries, Complaints and Reports Committee. This includes maintaining a decision inventory list, populating decision templates, liaising with committee members, finalizing the decision to be issued, issuing the decision, completing data entry, and following-up with parties receiving the decision.

Draft and coordinate the issuing of other decisions-related correspondence, as required.

Schedule, coordinate and undertake all preparation required for meetings of the Inquiries, Complaints and Reports Committee, including booking facilities/catering/AV requirements, arranging web/teleconferences, and distributing materials in advance of meeting.

Answer and respond to telephone calls and email correspondence from various internal and external parties and effectively answer inquiries with respect to the ICRC and decisions processes.

Prepare decisions data/statistics/reports for reporting to Coordinator, Decisions.

Provide general administrative support to the Conduct Operations department and provide backup support to other areas of the department as required.

Continually examine work processes and explore opportunities for improving efficiencies through technology, elimination or altering of work processes and make recommendations to the Coordinator, Conduct.

Work within records management principles, departmental policies and guidelines and the Zone Approach to email management.

To support OCP's ultimate goal of providing excellent service to current and potential stakeholders, the incumbent must be constantly attentive and responsive to both external and internal stakeholders' needs and assist in the resolution of any issues or concerns in a timely and professional manner while ensuring that the solution meets the stakeholder's needs.

Other duties as assigned by the Coordinator, Decisions.

### What we're looking for

Exceptional attention to detail; ability to self-edit, catch errors, and ensure accuracy of data, information, and written communication.

Exemplary written and verbal communication skills; ability to deal effectively and professionally with stakeholders over the telephone and in writing and manage challenging communications.

Excellent time management and organizational skills to effectively prioritize workload.  
Adaptable and flexible with work requests.

Team player with solid interpersonal skills combined with a focus on customer service.

Judgement and discretion; ability to maintain the confidentiality of sensitive material.

Demonstrated knowledge of relevant legislation with ability to apply College processes, policies, and guidelines, where appropriate.

Ability to solve problems independently, using judgement to escalate, as required.

Self-motivated with a "can do" attitude; willingness to tackle new challenges and upgrade skills when required.  
Ability to compile and prepare data for regular reporting internally and externally.

Proficient with Microsoft Office applications, Adobe Acrobat Pro and relational databases.

### What experience we prefer

College diploma or university degree from a recognized institution

Minimum 3+ years' experience in an administrative capacity or similar experience

Experience in a legal and/or regulatory environment would be considered a strong asset

## Why work for us?

We are the registering and regulating body for the profession of pharmacy practice in Ontario with a mandate to service and protect the public interest. In addition to ascertaining all registrants meet professional standards, the College sets and ensures ongoing adherence to professional and operational standards as it leads the advancement of pharmacy.

If you are interested in joining the College, please forward your cover letter and resume in confidence, by May 31 stating salary expectations to [hr@ocpinfo.com](mailto:hr@ocpinfo.com).

*OCP is committed to supporting accessibility and diversity.  
Requests for accommodations can be made at any stage of the recruitment process.  
Applicants need to make their requirements known when contacted.*